



**February 24, 2018**

**Peachtree Hills**

**Neighborhood Association**

**Hosted by City of Charlotte Housing & Neighborhood Services, at**

**Goodwill Opportunity Campus**

# *Peachtree Hills Neighborhood Association*

## **2018 Board Retreat**

### **Background**

On Saturday, February 24, 2018, the board members of the Peachtree Hills Neighborhood Association participated in the Neighborhood Board Retreat facilitated by the City of Charlotte, hosted at the Goodwill Opportunity Campus. The following board members and/or community members participated in the retreat:

Donnetta Collier  
Mary Figueroa  
Nyesha Latoni

Seri Murphy  
Walter Gray



The City of Charlotte values citizen leadership and its ability to make an impact in the communities in which we all live, work, play and shop. With this in mind, the board retreat process was initiated to help neighborhood based organizations develop strategic plans to improve quality of life in their unique communities.

### **Purpose**

The purpose of the board retreat is to

- Generate meaningful conversations around improving quality of life in our community
- Set clear goals and priorities for the upcoming year(s)
- Develop a vision and strategic priorities for our community

By participating in the retreat, our board earned a \$1,500 match credit toward a Neighborhood Matching Grant (NMG) to help execute one of the projects we identified. More information on the grant program can be found online at <http://charlottenc.gov/nmg>.

To receive this credit we'll submit our completed Vision to Action Idea Development Plan Workbook with our NMG request. This credit will expire following the June 1, 2019 NMG application deadline.

### **Process**

Our board retreat was conducted by trained facilitators tasked to keep our conversations on-task, productive, and focused on achievable objectives. The process was designed to help capture the best of the past, the best of the present, and how we can add to our strengths to build a better future. The focus was:

- Developing a vision to guide our decision making and activities
- Developing strategic priorities that aligned with our vision
- Developing project ideas

The agenda for the day was as follows:

- Introductions
- Where Have We Been? Where Are We Going?: Arrow Activity
- Where We Want to Be: Vision Statement Exercise
- Seeing the Forest through the Trees: Developing Strategic Priorities
- Working Lunch – The Year Ahead
- Idea Development – Time for participants for develop an action plan for goal achievement

### Where Are We Going, Where Have We Been?

We began our day with paired interviews using the “Where Are We Going, Where Have We Been?” activity. The activity was intended to help us reflect on:

- What we value
- What are the best things about our community and the people who live here
- What are our past successes
- Where are the potentials and possibilities

After interviewing our partners we shared our discussion with the group, finding commonalities in our conversations.

Where We Were: Reflecting on our past, what were some of the best/worst moments?	Where We Are: Why would or wouldn't a person/business want to move into our community?	Where We Want to Be: If you could make 3 wishes to make our community flourish, what would they be?
<p><b>Best Moments</b></p> <ul style="list-style-type: none"> <li>• Peachtree Day: provided opportunity to meet new neighbors and share ideas</li> <li>• Engaged community</li> <li>• Police presence</li> <li>• Quiet neighborhood</li> </ul> <p><b>Worst Moments</b></p> <ul style="list-style-type: none"> <li>• Crime <ul style="list-style-type: none"> <li>○ Violence/vandalism</li> <li>○ Gunfire/shoot outs</li> </ul> </li> </ul>	<p><b>Why would someone move here?</b></p> <ul style="list-style-type: none"> <li>• New management company improvements</li> <li>• Affordability</li> <li>• Attractive floor plan</li> <li>• Location/accessibility</li> </ul> <p><b>Why not?</b></p> <ul style="list-style-type: none"> <li>• Too many rental, investor properties</li> <li>• Unkempt appearance</li> <li>• Crime</li> <li>• Good people are moving out</li> </ul>	<p><b>Wishes for Peachtree Hills:</b></p> <ul style="list-style-type: none"> <li>• Safe community</li> <li>• Park security</li> <li>• Harmonious</li> <li>• Increased home ownership</li> <li>• More transportation services</li> <li>• Increased community participation</li> <li>• Pride – people want to take better care of their homes and property</li> <li>• Investors are accountable</li> <li>• Neighborhood will be a pleasant place for people to live</li> </ul>

## Our Vision

Our vision is the unifying statement for our community that will guide our decision making and reminds us of what we are trying to reach. It is based on our shared values and preferences for our community's future. It combines the best of what was, what is, and what could be.

### OUR VISION:

*Peachtree Hills is a welcoming, engaged, safe community where all can thrive.*

## Strategic Priorities

After committing to a shared vision, the board began to brainstorm on strategic priorities. This is where we began to define what is most important to us in order to achieve our vision. Strategic priorities are initiatives that will help us move closer to our vision of our community. The idea is to focus on a few things and do them very well as opposed to many things and missing the mark.

We started out thinking big and then narrowed down our focus using the Affinity Mapping Process, detailed below:

- Grab some sticky notes from the table. Keeping the vision statement in mind, write down as many of the following as you can think of, one per sticky note:
  - Current action items getting you closer to our vision.
  - Possible priorities/actions items to get us closer to our vision.
- Place the sticky notes on the wall.
- Organize the ideas by natural categories, once everyone agrees on the groups, give each one a name.



This activity led us to the following categories and action items being identified as important within our community:

- **CATEGORY 1: NEIGHBORHOOD SAFETY**
  - Fence for park
  - Security cameras
  - **Security for entire neighborhood (fencing)**
- **CATEGORY 2: TRANSPORTATION**
  - Speed bumps
  - **Public transportation**
- **CATEGORY 3: IDENTIFY A CENTRAL MEETING PLACE TO FACILITATE COMMUNITY / BOARD MEETINGS**
  - **Club house to host meetings and events in the neighborhood**
  - Increase community participation
- **CATEGORY 4: COMMUNICATION**
  - Landlord registry (access to the CMPD's landlord registry)
  - Newsletter
  - Create mechanism to educate neighbors about local services available to senior citizens
- **CATEGORY 5: HOA STRATEGIC PLANNING**
  - Financial accountability/sustainability
  - Grow HOA board through outreach
  - Create a long-term strategy (succession planning, etc.)
  - Attorney consultation to update bylaws
- **CATEGORY 6: BEAUTIFICATION**
  - Host a Pressure Washing Day (to provide pressure washer and supplies for cleaning homes)
  - Public tree beautification (mulching, pruning street trees)

Each participant was provided three (3) stickers to be used for voting. Stickers could be placed all on one or two action items, or shared amongst all of the ideas identified. The three categories receiving the most votes are the strategic priorities that are most important for us to begin working on to achieve our vision. Within these three categories, there were three activities selected as most impactful toward achieving our strategic priorities.

The strategic priorities and activities are summarized on the following page.



## 2018 Neighborhood Board Retreat Summary

### *Peachtree Hills Neighborhood Association*

#### OUR VISION:

*Peachtree Hills is a welcoming, engaged, safe community where all can thrive.*

#### TO HELP US REACH OUR VISION; WE WILL FOCUS ON THREE STRATEGIC PRIORITIES:

1

**Neighborhood Safety**

2

**Increased Public  
Transportation Options**

3

**Centralized Meeting Place**

#### IN 2018-2019, WE WILL WORK ON THESE ACTIVITIES GUIDED BY OUR PRIORITIES:

**HOA Board will invite CMPD, Code Enforcement and HNS Neighborhood Liaisons (Randy Harris & Cherie Grant) to Board meeting to develop detailed collaborative strategies to move this item forward.**

##### Assignments:

- Seri will send follow-up email to Randy Harris within 1-week.
- Nyesha will email CMPD contacts within 1-week.
- Mary will draft list of "asks" for CMPD and Code Enforcement prior to March board meeting date. This list will help guide the conversation with CMPD and Code to establish expectations for their involvement in the neighborhood going forward.

**HOA Board will invite a CATS representative to a board meeting to discuss opportunity for expanded bus service.**

##### Assignment:

- Mary will contact CATS within 2-weeks to schedule meeting attendance.

**HOA Board to spend time together:**

- Identifying and documenting needs and goals for meeting space (indoor/outdoor space, # people to accommodate, types of activities, etc.)
- Identifying & documenting potential partners and collaborative space (churches, YMCA, Meck County Parks & Recreation, existing house in foreclosure, Neighborhood Tool Bank for tents & tables, CDOT for street closure process, etc.)
- If a) new club house construction or b) foreclosure home is considered, board will meet with City Zoning, City Land Development and County Building Standards to learn what minimum requirements would need to be met to a) build or b) convert an existing house.

**Please list any parking lot items or additional activities beyond the initial 3 here.**

- Services and resources for senior citizens including CATS or other special transportation service providers, including staff contact information to speak at a meeting to share these resources (including Mecklenburg County DSS and Park & Rec).
  - Please contact our [Need A Speaker](#) program by email ([needaspeaker@charlottenc.gov](mailto:needaspeaker@charlottenc.gov)) or phone (704-353-0347).
- Access to CMPD Landlord's Registration list for contacts for all rental homes in neighborhood.
  - *Philip Freeman responded to this request 2/28/18.*
- Details on group home permit requirements, and a contact with Zoning Code Enforcement to help explain this in detail followed by help with inspections of existing suspected group homes.
  - View the Zoning Compliance Letter for Group Homes & Adult Care Home/Center [here](#). Your Community Engagement Liaison (Cherie Grant) can connect you with someone in Code Enforcement.
- CDOT street closure requirements for possible future block parties
  - Citizens may petition for a temporary street/block closing for community functions such as block parties or neighborhood festivals. The City welcomes such activities and CDOT is prepared to assist. Learn more from CDOT's Public Service & Communications Division [here](#).
- Neighborhood Tool Bank for tables, chairs, tents, etc., as well as for tools such as pressure washer, lawn mower, etc.
  - [Charlotte Community ToolBank](#) is a great place to borrow tools for projects



**Resources to Get Started-** You've rolled up your sleeves and established your vision. We have compiled resources that may assist your organization in achieving your goals on our Neighborhood Training Programs and Resources [website](#). We have identified resource categories that may be applicable to your projects below; please do not hesitate to explore more categories as you undertake your work! Links and contact information are provided for information only and are subject to change.

Project	Potential Resource Categories of Interest
<b>HOA Board will invite CMPD, Code Enforcement and HNS Neighborhood Liaisons (Randy Harris &amp; Cherie Grant) to Board meeting to develop detailed collaborative strategies to move this item forward.</b>	Beautification; Board Development; Public Safety
<b>HOA Board will invite a CATS representative to a board meeting to discuss opportunity for expanded bus service.</b>	Public Safety
<b>HOA Board to spend time together.</b>	Board Development

Your community is located within Charlotte's Northwest Service Area. Your staff contacts for following up and community assistance are:

Cherie Grant, Northwest Community Engagement Liaison	Randy Harris, Northwest Community Engagement Manager
<a href="mailto:Cherie.Grant@charlottenc.gov">Cherie.Grant@charlottenc.gov</a> or 704-336-3322	<a href="mailto:rharris@charlottenc.gov">rharris@charlottenc.gov</a> or 704-432-1579

